

SOUTH SIDE OFFICE OF CONCERN COMPLAINT RESOLUTION PROCESS

South Side Office of Concern (SSOC) provides a way to air complaints, issues and concerns while a participant in SSOC programs. The **complaint resolution process** is a protected right you have under the codes and laws that protect peoples rights. However, there is a process to follow and certain expectations on both the program participant to follow the process as well as on SSOC to respond to the complaint, issue or concern. If this process is not followed, your complaint, issue or concern may not be considered. The process to follow is this:

Step 1

- Present, in writing, the dated complaint, issue or concern to your assigned Community Support Counselor and/or assigned program staff.
- You will receive a written response to your concerns within five (5) working days of the receipt of your complaint from your assigned staff.

Step 2

- If you are not happy or satisfied with the written response, feel your complaint was not adequately addressed or was not received within the five (5) day time frame, you may submit, in writing, your additional complaint, issue or concern, including copies of all previous documentation, to the Program Coordinator within five (5) working days of receipt of the response from Step 1.
- The Program Coordinator will respond in writing within five (5) working days to both the program participant and your assigned staff from the date of the receipt of the Step 2 complaint.

Step 3

- If you are not happy or satisfied with the written response, feel your complaint was not adequately addressed or was not received within the five (5) day time frame, you may submit in writing you additional complaint, issue or concern, including copies of all previous documentation, to the President/CEO within five (5) working days of receipt of the response from Step 2.
- The President/CEO will respond in writing within five (5) working days to the program participant, the Program Director and your case manager, counselor or technician from the date of the receipt of the Step 3 complaint.

You also have the right to report any infringement of your rights to any of the following organizations.

- Illinois Department of Human Services, Division of Mental Health and Developmental Disabilities,
- 1-800-843-6154
- Illinois Guardianship and Advocacy Commission, 1-309-671-3030
- Equip For Life, 1-800-537-2632
- Social Security Administration, 1-800-325-0778 (representative payee matters)
- U.S. Department of Housing & Urban Development (HUD), (312) 353-5680 (fair housing matters)